

Working to embed human rights across our business



We are implementing a number of initiatives across our business to 'operationalise' our human rights standards and bring them to life for our staff, customers and suppliers.

The standards guide the way we treat our employees, promote a culture of respect with our customers and suppliers and contribute to the communities where we operate. The standards were approved by our executive management committee and Board last year.

Initiatives taken to embed our human rights standards since their finalisation include:

- Integrating them into our social and environmental training program to help staff responsible for making business lending decisions...[Read more](#)
- Reviewing our 'People policies' to ensure they reflect the standards...[Read more](#)
- Defining the minimum human rights standards and acceptable behaviours we expect of suppliers...[Read more](#)
- In this context, we welcome the recent endorsement of the 'Guiding Principles on Business and Human Rights' by the UN Human Rights Council. The Principles provide business with a framework for respecting and promoting human rights. The Principles reflect and complement our approach.

Learn more:

- [Our approach to human rights](#)

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- [Taking account of human rights in our lending](#)
- [Building global alignment in our people policies](#)
- [Supporting better sourcing decisions](#)
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- [Special lending for Christchurch homeowners](#)

Communicating our UN Global Compact progress



We have lodged our first annual 'Communication on Progress' report since becoming a signatory to the United Nations Global Compact (UNGC)* in 2010.

The report outlines the policies and processes we have in place in support of the UNGC's 10 principles, as well as progress we have made over the past year to strengthen our approach to responsible business practices, particularly in relation to respecting human rights.

Since adopting our new human rights standards we have taken a number of steps to embed them across our business including:

- integrating human rights into our decision-making processes, including training programs, across our business banking;
- embedding our human rights standards into our product and service sourcing processes; and
- Reviewing our group-wide 'People policies' to ensure global consistency in respecting human rights.
- [Read our first annual UNGC 'Communication on Progress' report \(PDF 284kB\)](#)

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*The UNGC is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with 10 principles in the areas of human rights, labour, environment and anti-corruption. It is largest voluntary corporate responsibility initiative in the world, with more than 8700 signatories, including ANZ.

Special lending for Christchurch homeowners



We have committed NZ\$1 billion in new residential lending, at a reduced interest rate, to help Christchurch homeowners impacted by recent earthquakes buy or build a new home, anywhere in New Zealand.

Last month the New Zealand Government released a map which divided Christchurch land into four residential zones – red, orange, green and white - and said that it would offer to purchase the property of homeowners located in the ‘red zone’ – the most severely damaged by recent earthquakes.

In response, we have announced a Christchurch Mortgage Package to help homeowners in the ‘red zone’ to rebuild and move on with their lives. The Package includes a variable interest rate, discounted by 2.04% for one year, giving eligible people access to funding at an interest rate of 3.70%, instead of 5.74% (based on current variable mortgage rates for New Zealand ANZ and National Bank customers).

Our New Zealand CEO, David Hisco, said, “The Government has provided people in these areas with the clarity they desperately needed, but the months ahead are still likely to remain challenging. We want to help these people get back on their feet .”

“We expect many people will want to stay in Christchurch and be part of the city’s long term revival. We also know however, that some people may decide to move elsewhere in New Zealand and we will be there for them as well,” David said.

Customers from any bank who own a residential property in the ‘red zone’ can apply for this special lending package. The savings for someone borrowing NZ\$300,000 are estimated to be around NZ\$6,000.

This offer follows other support we’ve provided for Christchurch including:

- Donations of NZ\$2 million to earthquake appeals, including NZ\$1 million to the Red Cross Earthquake Appeal; NZ\$750,000 to the Canterbury Earthquake Appeal and NZ\$250,000 to the Canterbury Business Recovery Trust.
- Raising more than NZ\$6 million through customer and staff donations for the Red Cross Earthquake Appeal. This includes NZ\$400,000 in staff donations from New Zealand, Australia, Asia and the Pacific, which we have matched, dollar for dollar.
- Support packages for customers, including deferring payments on loans and providing interest free overdrafts.
- [Read the media release \(PDF 36kB\)](#)

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Taking account of human rights in our lending



We have integrated our human rights standards into a new mandatory training program developed to help business banking staff take greater account of social and environmental risks and opportunities.

Staff who complete the program – those responsible for making business lending decisions - learn about social and environmental risk analysis and how our responsible lending policies, including our human rights standards, should guide lending decisions.



Singapore CEO and Head of Institutional, Vishnu Shahaney, said, “We know that we can have an indirect impact on society and the environment through the actions of our customers. The training helps our staff to build their understanding of potential human rights questions and social and environmental risks.”

“Our aim is to ensure we do not become associated with or inadvertently support human rights violations through the customers or projects we support. In practice, this involves stringently assessing and screening existing and new clients for social, environmental and reputation risk, and providing staff with ongoing training and access to policies and standards to help them mitigate risk,” Vishnu said.

The program uses practical scenarios and industry examples to help staff refresh and enhance their understanding of human rights, uphold their responsibilities to our standards and be clear about how to discuss with clients potential human rights challenges.

More than 2000 of our business banking staff are on track to complete the course by the end of next month.

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- [Responsible business lending at ANZ](#)

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Building global alignment in our people policies



We have reviewed our People policies to help ensure we provide similar access to entitlements for all staff, and ensure our policies reflect our human rights standards.

For example, we have published a new Global Equal Opportunity, Bullying & Harassment policy which applies wherever we operate, including countries where the regulatory framework or its enforcement, is still evolving.

We have also introduced a number of policies such as the Global Study Assistance Policy and Global Flexible Work Arrangement Policy, which assist our people to achieve a healthy work/life balance and uphold the universal right to "rest and leisure".

For many of our staff, particularly those in Asia Pacific countries, the review has led to them having access to entitlements, such as study leave and leave for professional development, for the first time.

To support implementation of the new People policies across our business, Human Resources teams have recently completed training to learn more about our human rights standards and the process for development, implementation and governance of People policies.

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